

# **ZENworks Reporting Server Installation Guide**

## **ZENworks® 11 Support Pack 2**

March 20, 2012

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# About This Guide

This *ZENworks Reporting Server Installation Guide* includes information to help you successfully install Novell ZENworks Reporting Server. The information in this guide is organized as follows:

- ♦ Chapter 1, “Minimum Requirements,” on page 7
- ♦ Chapter 2, “Installing ZENworks Reporting Server,” on page 11
- ♦ Chapter 3, “Uninstalling ZENworks Reporting Server,” on page 19
- ♦ Appendix A, “Troubleshooting ZENworks Reporting Server Installation,” on page 21

## Audience

This guide is intended for ZENworks Reporting Server administrators.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

## Additional Documentation

ZENworks Reporting Server is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 11 SP2 documentation Web site \(http://www.novell.com/documentation/zenworks11/\)](http://www.novell.com/documentation/zenworks11/).



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# 1 Minimum Requirements

The ZENworks Reporting Server installation installs ZENworks Reporting Server for custom ZENworks infrastructure reporting.

The following sections provide the minimum hardware and software requirements for ZENworks Reporting Server:

- ♦ [Section 1.1, “ZENworks Reporting Server Requirements,” on page 7](#)
- ♦ [Section 1.2, “Installation User Requirements,” on page 9](#)
- ♦ [Section 1.3, “Web Browser Requirements,” on page 9](#)

## 1.1 ZENworks Reporting Server Requirements

You must install ZENworks Reporting Server on an existing ZENworks 11 SP2 Primary Server. You can have only one instance of ZENworks Reporting Server in a Management Zone.

The server where you install ZENworks Reporting Server software must meet the following minimum requirements:

Item	Requirements	Additional Details
Operating System	<p>Windows:</p> <ul style="list-style-type: none"> <li>◆ Windows Server 2003 SP1 / SP2 x86, x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2008 SP1 / SP2 x86, x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2008 R2 x86_64 (Enterprise and Standard editions)</li> </ul> <p>Linux:</p> <ul style="list-style-type: none"> <li>◆ SUSE Linux Enterprise Server 10 (SLES 10) SP3 x86, x86_64 (Intel and AMD Opteron processors)</li> <li>◆ SLES 11 x86, x86_64 (Intel and AMD Opteron processors)</li> <li>◆ SLES 11 SP1 x86, x86_64 (Intel and AMD Opteron processors)</li> <li>◆ Open Enterprise Server 2 (OES 2) SP2 (Linux) x86, x86_64</li> <li>◆ Red Hat Enterprise Linux 5.0 / 5.3 / 5.4/5.5 x86, x86_64</li> </ul>	<p>All the Core and Data Center Editions of Windows Server 2003 and Windows Server 2008 are not supported as Primary Server platforms. Windows Server 2008 Core is not supported because it does not support the .NET Framework.</p> <p>If you are installing ZENworks Reporting Server on a SUSE Linux Enterprise Server (SLES) 64-bit platform, make sure to install the libstdc++33-32bit package by using the SLES 64-bit media.</p> <p>Windows Authentication mode is not supported on a Linux platform if the database is an MS SQL server.</p>
Hardware	<p><b>RAM:</b> 3 GB minimum</p> <p><b>Disk Space:</b> 8 GB minimum</p>	<p>On Windows, ensure that you have at least 8 GB of free disk space on the drive on which the operating system has been installed if the TEMP environment variable is not set on the same drive. If the TEMP environment variable is set on the same drive on which the operating system has been installed, ensure that you have at least 13 GB of free disk space on the drive.</p>
TCP Ports	<p>3306</p> <p>6400</p> <p>6410</p> <p>6420</p> <p>6430</p> <p>8080</p> <p>8443</p>	<p>Used by the MySQL database embedded in ZENworks Reporting Server</p> <p>Used by the Central Management Server in ZENworks Reporting Server</p> <p>Used by the Server Intelligence Agent in ZENworks Reporting Server</p> <p>Auditing port in ZENworks Reporting Server</p> <p>Used by the CMS Server of BusinessObjects Enterprise to set its request port parameter</p> <p>Non secure port used by BOE's tomcat</p> <p>Secure port used by BOE's tomcat</p>



Item	Requirements	Additional Details
	8006	Shutdown port used by BOE's tomcat.

## 1.2 Installation User Requirements

The user running the installation program must have administrator privileges on the device. For example:

- ♦ **Windows:** Log in as a Windows administrator.
- ♦ **Linux:** Log in as a non-root user, use the `su` command to elevate your privileges to `root`, then run the installation program.

---

**NOTE:** ZENworks Reporting Server does not support the Windows Authentication mode on a Linux platform, if the database is MS SQL Server.

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## 1.3 Web Browser Requirements

The Web browsers supported by BusinessObjects Enterprise XI 3.1 (ZENworks Reporting Server) include the following:

### Windows Operating System

**Table 1-1** Supported Web Browsers for Windows Operating Systems

Browser OS	Browser
Windows	<ul style="list-style-type: none"> <li>♦ Internet Explorer 8.0</li> <li>♦ Firefox 3.0</li> <li>♦ Firefox 3.5</li> </ul>

### Linux Operating System

**Table 1-2** Supported Web Browsers for Linux Operating Systems

Browser OS	Browser
Linux	<ul style="list-style-type: none"> <li>♦ Firefox 3.0</li> <li>♦ Firefox 3.5</li> <li>♦ Firefox 5.0</li> </ul>

---

**NOTE:** The Firefox 4.0 browser is not supported.

For more information on the minimum browser requirements, see SAP BusinessObjects Enterprise XI 3.1 SP3 documentation for Windows and Linux supported platforms.

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# 2 Installing ZENworks Reporting Server

Perform the tasks in the following sections to install ZENworks Reporting Server:

- ♦ [Section 2.1, “Understanding What the ZENworks Reporting Server Installation Does,” on page 11](#)
- ♦ [Section 2.2, “Preinstallation Tasks,” on page 12](#)
- ♦ [Section 2.3, “Installing ZENworks Reporting Server,” on page 13](#)
- ♦ [Section 2.4, “Working With a Firewall,” on page 16](#)
- ♦ [Section 2.5, “Post-Installation Tasks,” on page 17](#)

## 2.1 Understanding What the ZENworks Reporting Server Installation Does

ZENworks 11 SP2 Reporting Server uses BusinessObjects Reporting Engine XI R3.1 SP3 and is installed from a separate installation media.

You cannot upgrade from ZENworks 10 SP3 Reporting Server to ZENworks 11 SP1 Reporting Server. You can only upgrade from ZENworks 11 Reporting Server to ZENworks 11 SP1 Reporting Server.

For more information, see [“Upgrading the ZENworks Reporting Server”](#) in the *ZENworks 11 SP2 Upgrade Guide*.

You can install ZENworks Reporting Server in the languages supported by ZENworks 11SP2. The installation time depends on the number of languages that you have selected.

You can install ZENworks Reporting Server by using any of the following installation methods:

- ♦ **Graphical User Interface:** A graphical user interface (GUI) installation program that works with both Windows and Linux servers is provided on the installation CD.
- ♦ **Command Line:** A command line installation is available only for Linux servers.
- ♦ **Silent Mode:** A silent mode installation does not require any user intervention. You must edit the silent mode configuration file and run the installer with a switch to launch the silent mode installation.

For more information on how to install ZENworks Reporting Server, see [Section 2.3, “Installing ZENworks Reporting Server,” on page 13](#).

## 2.2 Preinstallation Tasks

Perform the following applicable tasks, then continue with [Section 2.3, “Installing ZENworks Reporting Server,”](#) on page 13:

- ◆ [Section 2.2.1, “Verifying That the Minimum Requirements Have Been Met,”](#) on page 12
- ◆ [Section 2.2.2, “Performing a Backup of Reports before Decommissioning an Existing Instance of ZENworks Reporting Server,”](#) on page 12
- ◆ [Section 2.2.3, “Meeting the Hostname and Network Requirements in Linux,”](#) on page 13
- ◆ [Section 2.2.4, “Creating an Installation DVD from the ISO Download,”](#) on page 13

### 2.2.1 Verifying That the Minimum Requirements Have Been Met

- ◆ Make sure that short MS-DOS (also called 8.3) style naming convention is available for the installation location of the ZENworks 11 SP2 Server. By default, 8.3 is enabled on the device. For more information on how to enable 8.3 see, [Microsoft documentation \(http://technet.microsoft.com/en-us/library/cc959352.aspx\)](http://technet.microsoft.com/en-us/library/cc959352.aspx).

For more information on the installation path of the ZENworks 11 SP2 Server, see [“Installation Information”](#) in the *ZENworks 11 SP2 Installation Guide*.

- ◆ Make sure that the device where you want to install the server software fulfills the necessary requirements. For more information, see [Chapter 1, “Minimum Requirements,”](#) on page 7.
- ◆ Make sure that ports 6400, 3306, 6410, 6430, 6420, 8080, 8443, and 8006 are free. If these ports are busy, you are prompted to specify alternative ports on which to install ZENworks Reporting Server.

If the ports are blocked by a firewall, you must enable the firewall. For more information, see [Section 2.4, “Working With a Firewall,”](#) on page 16.

- ◆ Make sure that the server is connected to the network.
- ◆ Make sure that the Novell ZENworks Server, the Novell ZENworks Loader, and the Novell ZENworks Database services are running.
- ◆ If you are installing ZENworks Reporting Server on a SUSE Linux Enterprise Server (SLES) 64-bit platform, make sure to install the libstdc++33-32bit package by using the SLES 64-bit media.

### 2.2.2 Performing a Backup of Reports before Decommissioning an Existing Instance of ZENworks Reporting Server

There can be only one instance of ZENworks Reporting Server in a Management Zone. If you want to install a new instance of ZENworks Reporting Server in the same Management Zone, you must decommission the existing instance of ZENworks Reporting Server, and install the new instance, SP2 installer. The installer will decommission the existing instance from the Management Zone and install a new instance. For more information, see [“Prerequisites”](#) on page 15.

Prior to decommissioning the existing instance of the ZENworks Reporting Server, you need to ensure you backup the reports from your existing instance. This is because the existing instance of ZENworks Reporting Server ceases to work after the new installation is complete, and you cannot retrieve any reports. You can restore the archived reports to the new instance of ZENworks Reporting Server.

To save reports and user rights, use the following command:

```
zman rpsv <destination_folder>
```

For more information on how to retrieve the archived reports, see [Section 2.5.1, “Restoring the Archived Data from the Decommissioned Device,”](#) on page 17.

## 2.2.3 Meeting the Hostname and Network Requirements in Linux

Your Linux server must have a fixed hostname before you run the installation script. You must have root privileges to set or modify this information on your system. For more information, see the Linux system documentation.

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### IMPORTANT

Before you install ZENworks Reporting Server on an RHEL server, make sure you have the machine’s configured IP address and FQDN entry in the `/etc/hosts` file, before the localhost IP address and FQDN entry.

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## 2.2.4 Creating an Installation DVD from the ISO Download

If you obtained the ZENworks Reporting Server software as an ISO image download, you need to create separate installation DVDs for Windows and Linux to install ZENworks Reporting Server on these platforms.

- 1 Download the ZENworks Reporting Server installation ISO image from the [Novell Web site \(http://www.novell.com/\)](http://www.novell.com/) and copy it to a temporary location on your Windows or Linux device.
- 2 Burn the ISO image to a DVD.

On Linux, optionally, you can simply run the installation program from the ISO mount point, instead of burning the DVD.

---

### NOTE

On Linux devices, ensure that the pathname to the ZENworks Reporting Server installer should not contain any blank spaces in it.

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## 2.3 Installing ZENworks Reporting Server

- 1 Start the ZENworks Reporting Server installation program by using one of the following methods:

- ♦ **Graphical User Interface (GUI) Installation**

1. On the installation server, insert the *Novell ZENworks Reporting Server* DVD for Windows.

On a Windows device, the installation begins automatically after inserting the DVD. You can also select the language from the installation page that appears. If the installation does not begin automatically, run `setup.exe` from the root after inserting the DVD.

On a Linux device, mount the DVD, then run `sh /media/cdrom/setup.sh`.

- ♦ **Command Line Installation (Linux only)**

1. On the installation server, insert the *Novell ZENworks Reporting Server* DVD for Linux.
2. Mount the DVD.

3. To start a command line installation to a directory where all (including “others”) have read and execute access, either mount the DVD or copy the DVD’s files to a temporary location other than the /root directory.

Ensure that the copied files and their parent directories have read and execute access for all the users (including “others”).

4. Run the following command:

```
/mount_location/setup.sh -e
```

♦ **Silent Mode Installation**

1. Create a silent install configuration file by using the following command:

```
setup.exe/setup.sh -s
```

2. Open the silent install configuration file in a text editor.

3. Search for ADMINISTRATOR\_PASSWORD=.

4. Replace \$1ax.n1.env.ADMIN\_PASSWORD\$ with the actual password.

For example, if the password is novell, then the entry will be as follows:

```
ADMINISTRATOR_PASSWORD=novell.
```

5. Save the silent install configuration file and exit the editor.

6. Run the silent install configuration file by using the following command:

```
setup.exe/setup.sh -s -f path_to_the_silent_install_file
```

- 2 During installation, refer to the information in [Table 2-1, “Installation Information,” on page 14](#) for details on the installation data that you need to know.

If you are using the GUI installation, you can also click the *Help* button for similar information.

For the command line method, you can type back and press Enter to return to a previous installation option to make changes.

In either case, part of completing the installation process is for the database to be updated, which causes high CPU utilization during that process. This can cause the services to start up slowly.

---

**IMPORTANT:** You can install ZENworks Reporting Server only through media. You cannot install it by mapping to a network drive.

---

## 2.3.1 Installation Information

The information you need is listed in the order of the installation flow.

**Table 2-1** *Installation Information*

Installation Information	Explanation
Pre-installation Details	<ul style="list-style-type: none"> <li>♦ You are prompted to select the language in which to run the ZENworks Reporting Server installer. Select the language and click <i>OK</i>.</li> <li>♦ A brief introduction about the ZENworks Reporting Server is displayed. Click <i>Next</i>.</li> <li>♦ The License Agreement screen is displayed. Click <i>Agree</i> and then click <i>Next</i>.</li> </ul>

Installation Information	Explanation
Prerequisites	<ul style="list-style-type: none"> <li>◆ The installer checks to see if a ZENworks 11SP2 Configuration Management Server is installed on the device.</li> <li>◆ The installer checks to see if an instance of ZENworks Reporting Server exists in the zone. If it exists, the installer prompts to decommission the existing instance of ZENworks Reporting Server. For more information, see <a href="#">Section 2.2.2, “Performing a Backup of Reports before Decommissioning an Existing Instance of ZENworks Reporting Server,” on page 12.</a></li> <li>◆ If the required prerequisites are not met, you cannot continue with the installation. The prerequisites that are not met are displayed (GUI) or listed (command line).</li> </ul>
Installation Summary	<ul style="list-style-type: none"> <li>◆ The installation time depends on the number of language selected.</li> </ul> <p><b>IMPORTANT:</b> After you install ZENworks Reporting Server, you cannot change the Certificate Authority (CA) type of the ZENworks Primary Server from Internal CA to External CA or vice-versa.</p>
Pre-installation summary	<p><b>GUI Installation:</b> To modify any information that you have entered up to this point, click <i>Previous</i>. Click <i>Install</i> to begin the installation.</p> <p>Click <i>Cancel</i> to exit the installation. No rollback occurs on cancelling the installation.</p> <p><b>Command Line Installation:</b> To modify any information that you have entered up to this point, type <code>back</code> and press Enter.</p> <p>Press <code>Ctrl+C</code> to exit the installation. No rollback occurs on cancelling the installation.</p>
Installation completion	A confirmation is displayed upon successfully completing the installation.

---

## IMPORTANT

Restart the ZENworks Reporting Server machine after you install ZENworks Reporting Server.

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## 2.3.2 Installer Logs

The Installer logs are stored in the following location:

**On Windows:** `%zenworks_home%\logs\`

**On Linux:** `/var/opt/novell/log/zenworks/`

The log files that ZENworks Reporting Server creates in these locations are:

`ZENworks Reporting Server_date time.log.xml`

`wdeploy-AnalyticalReporting-datetime.log`

`wdeploy-CrystalReports-datetime.log`

`wdeploy-InfoViewApp-datetime.log`

`wdeploy-InfoViewAppActions-datetime.log`

`wdeploy-OpenDocument-2011-datetime.log`

### 2.3.3 ZENworks Reporting Server Paths

After the successful installation of ZENworks Reporting Server, the ZENworks Reporting Server is installed within the ZENworks 11 SP2 install folder:

- ◆ **For Windows:**

`%ZENWORKS_HOME%\share\boe`

- ◆ **For Linux:**

`$ZENWORKS_HOME%/share/boe`

For more information, see “Installation Information” in the ZENworks 11 SP2 Installation Guide.

### 2.3.4 ZENworks Reporting Server Version

- ◆ **On Linux:**

- ◆ The version of the zone when ZENworks Reporting Server was first installed is available in the `ZENworksReportingServerVersion.txt` file located in the `/opt/novell/zenworks/share/boe/version #` directory.
- ◆ The version of the currently published reports and universe is available in the `ZENworksReportingServiceComponentsVersion.txt` file located in the `/opt/novell/zenworks/share/boe-publish/version` directory.

- ◆ **On Windows:**

- ◆ The version of the zone when ZENworks Reporting Server was first installed is available in the `ZENworksReportingServerVersion.txt` file located in the `%ZENWORKS_HOME%\share\boe\version #` directory.
- ◆ The version of the currently published reports and universe is available in the `ZENworksReportingServiceComponentsVersion.txt` file located in the `%ZENWORKS_HOME%\share\boe-publish\version` directory.

## 2.4 Working With a Firewall

ZENworks Reporting Server works with firewall systems to provide reporting across intranets and the Internet without compromising network security.

This section provides information about how to configure ZENworks Reporting Server in a packet filtering firewall environment. For detailed information about how ZENworks Reporting Server works in other types of firewall environments, see the *BusinessObjects Enterprise XI Release 3 SP3 Deployment and Configuration Guide* (<http://support.businessobjects.com/documentation/default.asp>).

### 2.4.1 Specifying the Firewall Rules

If there is a firewall between ZENworks Reporting Server and other ZENworks Primary Servers, you must specify the inbound access rules. For more details on how to specify these rules, see the firewall documentation.

The following table lists the inbound access rules:



**Table 2-2** *Inbound Access Rules*

Source Device	Port	Destination Device	Port	Action
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	6400	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	6430	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	6430	Allow
Any machine	Any	ZENworks Reporting Server (CMS)	Any	Reject
Any	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	Any	Reject

## 2.5 Post-Installation Tasks

- ◆ [Section 2.5.1, “Restoring the Archived Data from the Decommissioned Device,” on page 17](#)
- ◆ [Section 2.5.2, “Uninstalling a Decommissioned ZENworks Reporting Server,” on page 17](#)
- ◆ [Section 2.5.3, “Closing Unnecessary Ports,” on page 17](#)
- ◆ [Section 2.5.4, “Upgrading Apache Tomcat,” on page 18](#)

### 2.5.1 Restoring the Archived Data from the Decommissioned Device

To restore the backed-up data from the decommissioned device, use the following command:

```
zman rpld <source_folder>
```

For more information on the `save` and `restore` commands, see [“Report Commands”](#) in the *ZENworks 11 SP2 Command Line Utilities Reference*.

### 2.5.2 Uninstalling a Decommissioned ZENworks Reporting Server

You can use the ZENworks Reporting Server Uninstaller to uninstall a decommissioned ZENworks Reporting Server.

For more information on how to uninstall ZENworks Reporting Server, see [Chapter 3, “Uninstalling ZENworks Reporting Server,” on page 19](#).

### 2.5.3 Closing Unnecessary Ports

You can close the following ports after you install the ZENworks 11 SP2 Reporting Server:

- ◆ non-SSL port - 8080
- ◆ shutdown port - 8006

---

**NOTE:** These ports are opened when you install ZENworks 11 SP2 Reporting Server. However, they are not required for ZENworks Reporting Server to function properly.

---

## 2.5.4 Upgrading Apache Tomcat

ZENworks Reporting Server now uses the Apache Tomcat version shipped with BusinessObjects Enterprise. The default version is Tomcat 5.5.20.

If you find any known vulnerabilities in the current Tomcat version and you want to upgrade to the latest patch (Tomcat 5.5.x):

- 1 Stop Tomcat through the BusinessObjects Windows Central Configuration Management, and verify that no Tomcat 5.5 processes are running in the Windows task manager.
- 2 Rename C:\Program Files\Business Objects\Tomcat55 as C:\Program Files\Business Objects\Tomcat55.bak.
- 3 Download the Tomcat 5.5.x core zip file from the Apache Web site to C:\Program Files\Business Objects\.
- 4 Unzip the zip file to C:\Program Files\Business Objects\Tomcat55.  
When this file is unzipped, a new folder named apache-tomcat-5.5.x is created.
- 5 Rename the apache-tomcat-5.5.x folder as Tomcat55.
- 6 Open the Windows command (DOS) prompt and change the directories to C:\Program Files\Business Objects\deployment
- 7 At the command prompt run `wdeploy.bat tomcat55 deployall`.  
This command deploys all the webapps to the new Tomcat and `wdeploy` ends with `Build Successful`.
- 8 Start Tomcat through the Windows Central Configuration Manager.
- 9 Test the ZENworks Reporting Server InfoView.

---

# 3 Uninstalling ZENworks Reporting Server

On a Primary Server in a Management Zone, you must first uninstall ZENworks Reporting Server before you uninstall ZENworks Configuration Management.

Uninstalling ZENworks Reporting Server deletes all the reporting rights specified within the roles and those that are assigned to the administrators.

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## NOTE

ZENworks Reporting Server is uninstalled in the same mode that it was installed in.

For example, if you installed ZENworks Reporting Server by using the command line mode, then the uninstallation program uninstalls the server in the command line mode only.

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- [Section 3.1, “Uninstalling ZENworks Reporting Server in the GUI Mode,” on page 19](#)
- [Section 3.2, “Uninstalling ZENworks Reporting Server in the Command Line Mode,” on page 19](#)
- [Section 3.3, “Uninstalling ZENworks Reporting Server in the Silent Mode,” on page 20](#)
- [Section 3.4, “Uninstalling ZENworks Reporting Server by Using Windows Add or Remove Programs,” on page 20](#)
- [Section 3.5, “Post Uninstallation Task,” on page 20](#)

## 3.1 Uninstalling ZENworks Reporting Server in the GUI Mode

- 1 Start the uninstallation program.

On Windows, run the following command:

```
%ZENWORKS_HOME%\bin\zrsuninstall.exe
```

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

The Uninstall Reporting Server page is displayed.

- 2 Click *Uninstall*.
- 3 The uninstaller checks for an active ZENworks Reporting Server in the zone.
- 4 Click *Yes* on the prompt that is displayed.  
The uninstallation begins.
- 5 In the Uninstall Complete page, click *Done*.

## 3.2 Uninstalling ZENworks Reporting Server in the Command Line Mode

- 1 Start the uninstallation program.

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

The uninstallation begins.

- 2 Follow the on-screen prompts to complete the uninstallation process.

### 3.3 Uninstalling ZENworks Reporting Server in the Silent Mode

- 1 Start the uninstallation program.

On Windows, run the following command:

```
%ZENWORKS_HOME%/bin/zrsuninstall.exe
```

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

On a Windows device, you can view the logs in the `Windows - %ZENWORKS_HOME%/logs/ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log` file. On a Linux device, you can view the logs in the `linux - /var/opt/novell/log/zenworks/ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log` file.

### 3.4 Uninstalling ZENworks Reporting Server by Using Windows Add or Remove Programs

- 1 On the desktop, click *Start > Settings > Control Panel > Add or Remove Programs*.
- 2 In the Add or Remove Programs window, select *ZENworks Reporting Server*, then click *Remove*.

### 3.5 Post Uninstallation Task

After you uninstall ZENworks Reporting Server on a Linux platform, there may be some Business Objects Enterprise files that are not removed from the device. If these files have not been removed, you need to manually remove them. The Business Objects Enterprise files that should be removed include the following:

- ♦ `/etc/init.d/rc3.d/S12BobjEnterprise120`
- ♦ `/etc/init.d/rc3.d/K10BobjEnterprise120`
- ♦ `/etc/init.d/rc5.d/S12BobjEnterprise120`
- ♦ `/etc/init.d/rc5.d/K10BobjEnterprise120`

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# A Troubleshooting ZENworks Reporting Server Installation

The following sections provide solutions to the problems you might encounter while working with Novell ZENworks 11 Reporting Server:

- ♦ [Section A.1, “ZENworks Reporting Server Error Messages,” on page 21](#)
- ♦ [Section A.2, “ZENworks Reporting Server Troubleshooting Strategies,” on page 22](#)

## A.1 ZENworks Reporting Server Error Messages

This section contains detailed explanations of some of the error messages you might encounter when you are using ZENworks Reporting Server.

- ♦ [“ZENworks Reporting Server Uninstall Failed” on page 21](#)
- ♦ [“This device is an active Reporting Server. If you uninstall the ZENworks 11 Reporting Server, then the entries are removed from the database” on page 21](#)

### ZENworks Reporting Server Uninstall Failed

Source: ZENworks 11SP2; ZENworks Reporting Server.

Possible Cause: The Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.

Action: Manually restart the Novell ZENworks Loader service.

### This device is an active Reporting Server. If you uninstall the ZENworks 11 Reporting Server, then the entries are removed from the database

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: This is an incorrect message that is displayed during the uninstallation of an older version of ZENworks Reporting Server in a ZENworks 11 environment.

Action: Ignore the message. Click *OK* to close the dialog box and continue with the uninstallation process.

## A.2 ZENworks Reporting Server Troubleshooting Strategies

This section provides solutions to problems you might encounter when using ZENworks Reporting Server.

- ♦ “ZENworks Reporting Server installation fails on a 64-bit Windows device that is using an Oracle database” on page 22
- ♦ “How do I enable debug logging for ZENworks Reporting Server services?” on page 23
- ♦ “Where do I find the BusinessObjects Enterprise log files?” on page 23
- ♦ “Where do I find ZENworks Reporting Server log files?” on page 23
- ♦ “The ZENworks Reporting Server installation on a virtual machine might fail when you use the ZCM\_REPORTING\_10.x.0.iso file mounted on the host machine as a CD-ROM on that virtual machine” on page 24
- ♦ “A message indicating that ZENworks Reporting Server cannot be deleted appears even after uninstalling ZENworks Reporting Server” on page 24
- ♦ “A message indicating that ZENworks Reporting Server uninstallation process failed is displayed while uninstalling ZENworks Reporting Server” on page 24
- ♦ “Reporting Server uninstallation on Windows fails if another installation is in progress on the same device” on page 24
- ♦ “Reporting does not work on a Primary Server if the ZENworks database is an MS SQL Server database, and the authentication mode is Windows Authentication” on page 25
- ♦ “ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails” on page 26
- ♦ “ZENworks Reporting Server installation on an RHEL server fails with error 'Unable to find Business Object daemon'” on page 26
- ♦ “Unable to install ZENworks Reporting Server on Windows server after upgrading from ZENworks Configuration Management 10 SP3 to ZENworks 11 SP2.” on page 27
- ♦ “Unable to perform any tasks in the ZENworks Reporting Server Infoview” on page 27
- ♦ “The ZENworks Reporting Server uninstaller hangs” on page 28

### ZENworks Reporting Server installation fails on a 64-bit Windows device that is using an Oracle database

Source: ZENworks 11SP2; ZENworks Reporting Server.

Possible Cause: The installation path specified for ZENworks Configuration Management might contain parentheses.

Action 1: If you want to install ZENworks Reporting Server on the same Primary Server:

- 1 Uninstall ZENworks Configuration Management from the Primary Server.
- 2 Install ZENworks Configuration Management to a customized location that does not contain any parentheses in the pathname. For more information, see “[Installation Information](#)” in the *ZENworks 11 SP2 Installation Guide*.

Action 2: If you want to install ZENworks Reporting Server on a different server:

- 1 On the new server, install ZENworks Configuration Management to a customized location that does not contain any parentheses in the pathname. For more information, see “[Installation Information](#)” in the *ZENworks 11 SP2 Installation Guide*.
- 2 Install ZENworks Reporting Server.

## How do I enable debug logging for ZENworks Reporting Server services?

Source: ZENworks 11SP2; ZENworks Reporting Server.

Action: To enable the logs, see TID 3418069 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb\\_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

## Where do I find the BusinessObjects Enterprise log files?

Source: ZENworks 11SP2; ZENworks Reporting Server.

Action: You can find the ZENworks Reporting Server installation log files in the following locations:

### On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise  
120\logging\BOEInstall_0.log
```

### On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/install_timestamp.log
```

You can find the ZENworks Reporting Server trace files in the following locations:

### On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise 120\logging
```

### On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/
```

## Where do I find ZENworks Reporting Server log files?

Source: ZENworks 11SP2; ZENworks Reporting Server.

Action: If you have installed ZENworks Reporting Server through the Graphical User Interface (GUI) Installer, you can find all the installation logs at the following locations:

### ♦ On Windows:

```
%zenworks_home%\logs\ZENworks Reporting Server_date time.log.xml
```

- ♦ %zenworks\_home%\logs\wdeploy-date-time.log

- ♦ %zenworks\_home%\logs\ZENworks\_Reporting\_Install\_CheckOracleClient\_dd MMM\_yyyy\_HH-mm-ss.log

### ♦ On Linux:

```
/var/opt/novell/log/zenworks/ZENworks Reporting Server__date time.log.xml
```

- ♦ /var/opt/novell/log/zenworks/wdeploy-date-time.log

- ♦ %zenworks\_home%\logs\ZENworks\_Reporting\_Install\_CheckOracleClient\_dd MMM\_yyyy\_HH-mm-ss.log

## The ZENworks Reporting Server installation on a virtual machine might fail when you use the ZCM\_REPORTING\_10.x.0.iso file mounted on the host machine as a CD-ROM on that virtual machine

Source: ZENworks 11SP2; ZENworks Reporting Server.

Action 1: Extract the ZCM\_REPORTING\_10.x.0.iso file to a directory on the virtual machine and run ZENworks Reporting Server installation from that directory.

Action 2: Burn the ZCM\_REPORTING\_10.x.0.iso file to a DVD and use it to install ZENworks Reporting Server on the virtual machine.

## A message indicating that ZENworks Reporting Server cannot be deleted appears even after uninstalling ZENworks Reporting Server

Source: ZENworks 11SP2; ZENworks Reporting Server.

Action: Ignore the message. Click *Done* to close the Uninstall Complete window.

## A message indicating that ZENworks Reporting Server uninstallation process failed is displayed while uninstalling ZENworks Reporting Server

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: This is an incorrect message that is displayed during the uninstallation process when the Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.

Additionally, the ZENworks Reporting Server uninstall log file and the Service Message log file contain the following messages respectively:

- “[ERROR] [8/10/09 1:10:00 PM] [] [UNINSTALL] [ZRS Uninstall Failed with exception com.novell.zenworks.configure.ConfigureException: 2]”
- “Failed to send RPC command to the zenloader process: settings.refresh” respectively.

Action: Manually restart the Novell ZENworks Loader service.

## Reporting Server uninstallation on Windows fails if another installation is in progress on the same device

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: The following message is logged into the %ZENWORKS\_HOME%\logs\zrsuninstall.log file:

```
ERROR_INSTALL_ALREADY_RUNNING
```

Action: Do the following:

- 1 Open the Windows Task Manager and stop all instances of msiexec.exe and setup.exe.
- 2 Uninstall ZENworks Reporting Server.



## Reporting does not work on a Primary Server if the ZENworks database is an MS SQL Server database, and the authentication mode is Windows Authentication

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: The following error might be displayed while running the reports:

### On Windows:

```
A database error occurred. The database error text is:  
[DataDirect][ODBC SQL Server Driver][SQL Server] Login failed for  
user zcm-db-user@company.com
```

### On Linux:

```
A database error occurred. The database error text is:  
[DataDirect][ODBC SQL Server Driver][SQL Server]Login failed for  
user zcm-db-user@company.com
```

Action: Do the following:

### On Windows:

- 1 Stop the ZENworks services.
- 2 Download the 32-bit `sqljdbc_auth.dll` file from the [Microsoft downloads \(http://www.microsoft.com/download/en/details.aspx?id=21599\)](http://www.microsoft.com/download/en/details.aspx?id=21599) site.
  - ◆ For a 32-bit system, copy this file into the `c:\windows\system32` folder.
  - ◆ For a 64-bit system, copy this file into the `c:\windows\system32` and `zenworks_home/bin` folders.
- 3 Provide the Read permission to the `%ZENWORKS_HOME%/conf/security` directory and the Full Control permission to the `%ZENWORKS_HOME%/share/boe` directory for the domain user account of the Windows server that hosts the ZENworks Configuration Management database. For a non-domain user, the username and password must be the same on the ZENworks Configuration Management Server database and the ZENworks Reporting Server. You must also provide the Read and Full Control permissions to the non-domain user.
- 4 Edit the properties of ZENworks Reporting Server services on the ZENworks server.
  - 4a From the desktop *Start* menu, click *All Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager*.  
The *Central Configuration Manager* window is displayed.
  - 4b Right-click *Server Intelligence Agent (ZENReporting)*, then click *Stop*.
  - 4c Right-click *Server Intelligence Agent (ZENReporting)*, then click *Properties*.  
The *Server Intelligence Agent (ZENReporting) Properties* window is displayed.
  - 4d In the *Log On As* panel, deselect *System Account*, then specify the username and password of the domain account of the Windows server that hosts the ZENworks Configuration Management database.
  - 4e Click *OK*.
  - 4f Right-click *Server Intelligence Agent (ZENReporting)*, then click *Start*.

- 5 Restart the Tomcat service.
- 6 Restart the ZENworks services.

For more information, see TID 7009390 in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) ([http://support.novell.com/search/kb\\_index.jsp](http://support.novell.com/search/kb_index.jsp)).

#### On Linux:

- 1 Set up the MS SQL server to function in Mixed Mode.
- 2 In MS SQL, create a local database account with full rights to the ZENworks database.
- 3 On the ZENworks Reporting Server, modify the `dmaccounts.properties` and `dmappings.properties` files. Replace the Active Directory user name and password with the local database user name and password you created in [Step 2](#).
- 4 Restart the services using the `novell-zenworks-configure -c Start` command.
- 5 Access ZENworks Control Center and verify if it is working.
- 6 Update the BusinessObjects Enterprise to use the updated configuration files using the `novell-zenworks-configure -c UpdateBOE` command.
- 7 Verify if reports for ZENworks Reporting Server now run in ZENworks Control Center.

## ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: If the IP Helper service is running on a Windows Server 2008 R2 device, the ZENworks Reporting Server Installation fails.

Action: Disable the IP Helper service:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Services*.
- 2 Right-click *IP Helper*, then select *Properties*.
- 3 Select *Stop* to stop the service.
- 4 In the *Startup Type* drop-down list, select *Disabled*.
- 5 Click *Apply*.
- 6 Install ZENworks Reporting Server.

For more information on installing ZENworks Reporting Server, see the [Reporting Server Installation Guide](http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html) ([http://www.novell.com/documentation/zenworks11/zen11\\_installation\\_reportingserver/data/bookinfo.html](http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html)).

## ZENworks Reporting Server installation on an RHEL server fails with error 'Unable to find Business Object daemon'

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: When ZENworks 11 SP2 Reporting Server is installed on an RHEL server, the installation fails, and displays an error message "Unable to find Business Object daemon".

Action: Before installation, in the `/etc/hosts` file, enter the machine's configured IP address and hostname entry in the beginning of the file, before the localhost IP address and hostname entry.

## Unable to install ZENworks Reporting Server on Windows server after upgrading from ZENworks Configuration Management 10 SP3 to ZENworks 11 SP2.

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: After you uninstall ZENworks Reporting Server 10 SP3 and then upgrade the Windows server to ZENworks 11 SP2, you are unable to proceed with the upgrade of ZENworks Reporting Server because of a Central Management Server error.

Action: After you uninstall ZENworks Reporting Server 10 SP3 and before you upgrade the server to ZENworks 11 SP2, perform the following steps:

- 1 Ensure that the `boe` folder in the `ZENWORKS_HOME/share` directory is deleted.
- 2 Backup the registry details.
- 3 Delete the BusinessObjects Enterprise (BOE) registry entries.
- 4 Check for the BOE Tomcat and BOE MYSQL service. If the services are present, then delete them using the following commands:
  - ◆ `sc delete BOE120Tomcat`
  - ◆ `sc delete BOE120MySQL`

## Unable to perform any tasks in the ZENworks Reporting Server Infoview

Source: ZENworks 11SP2; ZENworks Reporting Server.

Explanation: On a multi-homed machine, you are not able to perform any tasks in the ZENworks Reporting Server Infoview.

Possible Reason: If the machine is configured with multiple Network Interface Cards (NICs), the BusinessObjects Enterprise (BOE) Central Management Server might automatically bind to the wrong network interface.

Action: To perform tasks in the ZENworks Reporting Server Infoview, perform the following steps:

- 1 Move one of the NICs to the beginning of the network binding order:
  - 1a Open the Network Connections window.
  - 1b Press the Alt key to display the *Advanced* menu.
  - 1c Click *Advanced > Advanced Settings*.
  - 1d Click the *Adapters and Bindings* tab.
  - 1e In the Connections window, select the network connection that needs to be at the beginning of the binding order.
  - 1f Click the up and down arrows to move the selected network connection to the top of the list.
- 2 Open the host file and add an entry for the IP address and the hostname.

On a Windows machine, the host file is located in the  
C:\Windows\system32\drivers\etc\hosts directory, and on a Linux  
machine, the host file is located in the /etc/hosts directory.

3 Restart the machine.

## The ZENworks Reporting Server uninstaller hangs

Source: ZENworks 11 SP2: ZENworks Reporting Server

Explanation: While you are uninstalling ZENworks Reporting Server, the uninstallation wizard hangs or the uninstallation process takes much longer than usual. The ZENworks Reporting Server uninstaller usually takes approximately 45 minutes to 1 hour to complete the uninstallation process. If the ZENworks Reporting Server uninstallation takes longer than the usual time, then it is most likely that ZENworks Reporting Server has been uninstalled successfully.

Action: Perform the following steps:

- 1 Check the following to ensure that the ZENworks Reporting Server uninstallation is complete:
  - ◆ The boe folder is not present in the /opt/novell/zenworks/share folder on Linux and in the <ZENWORKS\_HOME>/share folder on Windows.
  - ◆ The ZRSuninstall.log file displays the Uninstallation Completed Successfully message.
  - ◆ A No ZENworks Reporting Server configured in the Management Zone message is displayed on the *Reports* page in ZENworks Control Center.
- 2 If you verify that ZENworks Reporting Server is uninstalled based on the items listed in [Step 1](#), then cancel the ZENworks Reporting Server uninstall wizard to complete the process. If ZENworks Reporting Server has not been uninstalled, manually uninstall it.

For more information see, [TID 7009407 \(http://support.novell.com\)](http://support.novell.com).

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# B Documentation Updates

This section contains information on documentation content changes that were made in this *ZENworks Reporting Server Installation Guide* for Novell ZENworks 11SP2. The information can help you to keep current on updates to the documentation.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following dates:

- ◆ [Section B.1, "March 20, 2012: 11 SP2," on page 29](#)

## B.1 March 20, 2012: 11 SP2

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Location	Change
<a href="#">Chapter 1, "Minimum Requirements," on page 7</a>	Updated the following section: <ul style="list-style-type: none"><li>◆ <a href="#">Section 1.1, "ZENworks Reporting Server Requirements," on page 7</a></li></ul>
<a href="#">Appendix A, "Troubleshooting ZENworks Reporting Server Installation," on page 21</a>	Updated the following scenario: <ul style="list-style-type: none"><li>◆ <a href="#">"Reporting does not work on a Primary Server if the ZENworks database is an MS SQL Server database, and the authentication mode is Windows Authentication" on page 25.</a></li><li>◆ <a href="#">"Unable to install ZENworks Reporting Server on Windows server after upgrading from ZENworks Configuration Management 10 SP3 to ZENworks 11 SP2." on page 27.</a></li><li>◆ <a href="#">"Unable to perform any tasks in the ZENworks Reporting Server Infoview" on page 27</a></li><li>◆ <a href="#">"The ZENworks Reporting Server uninstaller hangs" on page 28</a></li></ul>

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